



# SECURICO CCTV

Self-Help Guides

**Switch Over to Hik-Connect**

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# Switch Over to Hik-Connect

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## User Manual

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### **About this Manual**

This manual is applicable to Securico CCTV Systems using Hikvision hardware and software.

The manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons.

Please use this user manual under the guidance of professionals.

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# Switch Over to Hik-Connect

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## Introduction

### Switch over to Hik-Connect (from Port Forwarding)

This guide shows how to reconfigure your CCTV system using a more up-to-date method for remotely viewing your CCTV which was not available when your system was originally installed.

And the advantage of using this method over traditional method of port forwarding, is that if you change your router or internet service provider (ISP), or if the router is reset to factory defaults, your CCTV system will automatically reconfigure itself for this change.

Providing your router is working normally, there is no need to configure your router to set this system up, nor will you need to reconfigure your router if you change ISP/router.

Another advantage is in how you can easily share your CCTV live view with other people's mobile phones, and easily remove their access if required.

If you have been using the mobile app **IVMS-4500**, then this guide will switch you over to a newer app called **Hik-Connect**.

This guide is broken into three easy parts:

- **Part One - Install the mobile app Hik-Connect and create your account**
- **Part Two - Enable your DVR / NVR for use with the Hik-Connect platform**
- **Part Three - Connect your DVR / NVR to your Hik-Connect account**

**Please proceed to Part One, on the next page.**

# Switch Over to Hik-Connect

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## Part One

### Install the mobile app Hik-Connect and create your account

1. On Android: please download and install directly from the manufacturer:  
<https://appstore.hikvision.com/>.  
  
On iPhone / iPad: search for **Hik-Connect** on the Apple app store, download/install, and then open the app
2. Select United Kingdom from the regional settings
3. Tap on **Register**
4. Tap **Agree** (to agree to the terms and conditions and privacy policy)
5. On the next screen enter your mobile phone number and then tap **Get Security Code**
6. Enter the security code received by text message, and follow the instructions on-screen to choose your own password and finalise account registration

**Please continue with Part Two, on the next page**

# Switch Over to Hik-Connect

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## Part Two

### Enable your DVR / NVR for use with the Hik-Connect platform

Instructions below show how to do this with a TV or monitor connected to the DVR / NVR which is the easiest way.

1. Right-click and navigate to **Menu > Configuration > Network**
2. Tick the **Enable DHCP** box and press apply
3. If the option is there please tick the **Enable DNS DHCP / Auto Obtain DNS Servers** box
4. At the top click on "Platform access"
5. Tick the "Enable Platform Access" box
6. Next it will ask you to input a **verification code** (please choose a 6 digit **verification code** that you will remember)
7. There should be another tick box that will say something along the lines of "The Hik-Connect service requires internet service", please tick this box
8. Click **Apply**

**Please continue with Part Three, on the next page**

# Switch Over to Hik-Connect

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## Part Three

### Connect your DVR / NVR to your Hik-Connect account

#### Option 1 - Scan the QR Code

Open the **Hik-Connect** app

Tap the **+** symbol (top right)

Tap **Scan QR Code**

Hold your phone camera up to the QR code shown on the DVR / NVR screen

#### Option 2 - Enter the Serial Number

Find the serial number from the underside of the DVR / NVR (this is 9 digits long, sometimes starting with a C)

In the Hik-Connect app tap the **+** symbol (top right)

Choose **manual adding**

Adding type should be **Hik-Connect Domain**

Type the serial number into the **serial number** field

Tap the **save icon** (top right)

#### Your CCTV has Been Added

Your DVR / NVR will now be shown under My Devices.

Tap on the DVR / NVR name and then one of the cameras.

A padlock symbol will be shown in the camera view. Tap on the padlock and you'll be prompted to enter the verification code.

Enter the **verification code** you chose in part two

Your DVR / NVR (recorder box) is now bound to your Hik-Connect account.